

## NFN Points - Overview and Details

NFN Points will allow customer access to ENEFEN's ancillary services such as consulting with our team of Combustion Engineers and obtain Technical information in order to address queries which are not associated with ENEFEN projects or exceed the scope of an ENEFEN project. Rather than charge by our hourly rate for response to ad hoc queries, NFN Points will enable us to charge for the exact time incurred so clients are charged only for what they receive. This system will also allow us to prioritize responses to incoming queries, fairly represent the resource time and energy incurred by ENEFEN in responding to customer queries, and continue to make such resources available.

Should you have specific questions relative to NFN Points which are not answered by the following list of common questions, or to open an NFN Points account please contact us.

### ***What is the monetary value of NFN Points?***

NFN Points are correlated to our published hourly rate for Engineering which is currently \$200/hr. At present, \$200 is equal to sixty (60) NFN Points.

### ***What can I use NFN Points for?***

Customers can use NFN Points towards consulting time with an Engineer directly (via email, phone call) or by accessing premium library content such as Technical Guides or Tools to address queries which are not associated with ENEFEN projects or exceed the scope of an ENEFEN project. NFN Points are debited from a customer's NFN Point Balance in association with time spent in consultation with an Engineer (charged by the minute) or by accessing Technical content items (charged per designated point value).

### ***How do I acquire NFN Points?***

NFN Points are available for purchase in minimum quantities of sixty (60) using any of our currently available payment options. Additionally, NFN Points may be awarded by ENEFEN at its sole discretion for actions which serve to assist in the overall delivery of our Field Approval Program (providing relevant project documentation, holding to schedule, eliminating deficiencies, etc.)

### ***How do I keep track of how many NFN Points I have?***

NFN Points are maintained in an account associated with a registered user or users on our Customer Portal. Once an account is established, users may view their NFN Points account balance and list of transactions at any time via our online Customer Portal or by speaking directly with an ENEFEN employee.

### ***Is there a minimum NFN Point charge to have a Combustion Engineer respond to my query?***

No. NFN Points will be charged only for the amount of time spent in responding to a query whether it is twenty (20) minutes or two (2) hours.

### ***Will NFN Points expire?***

Purchased points do not expire. Awarded points may expire based on the determination of ENEFEN and upon providing sufficient notice to impacted customers.

***Can I share NFN Points with my coworkers?***

Yes. NFN Points are available in two account types: Individual and Work Group. Individual accounts are restricted to a single user whereas Work Group accounts allow multiple users to utilize the same balance of NFN Points. All account users must be registered on our Customer Portal.

***Is there any discount for purchasing more than the minimum quantity?***

Yes. NFN Points purchased beyond minimum quantities will receive bonus allotments as per the following package offerings:

	NFN Points	Price	Bonus NFN Points
Min. qty	60	\$200	0
Pkg 1	120	\$400	15
Pkg 2	240	\$800	30
Pkg 3	480	\$1600	60